

Inspection report for children's home

---

<b>Unique reference number</b>	SC060327
<b>Inspection date</b>	6 August 2010
<b>Inspector</b>	John Chivers
<b>Type of Inspection</b>	Key

---

<b>Date of last inspection</b>	18 January 2010
--------------------------------	-----------------

---

© Crown copyright 2010

Website: [www.ofsted.gov.uk](http://www.ofsted.gov.uk)

This document may be reproduced in whole or in part for non-commercial educational purposes, provided that the information quoted is reproduced without adaptation and the source and date of publication are stated.

You can obtain copies of The Children Act 2004, Every Child Matters and The National Minimum Standards for Children's Services from: The Stationery Office (TSO) PO Box 29, St Cripins, Duke Street, Norwich, NR3 1GN. Tel: 0870 600 5522. Online ordering: [www.tso.co.uk/bookshop](http://www.tso.co.uk/bookshop)

## About this inspection

The purpose of this inspection is to assure children and young people, parents, the public, local authorities and government of the quality and standard of the service provided. The inspection was carried out under the Care Standards Act 2000.

This report details the main strengths and any areas for improvement identified during the inspection. The judgements included in the report are made in relation to the outcome for children set out in the Children Act 2004 and relevant National Minimum Standards for the establishment.

## The inspection judgements and what they mean

Outstanding:	this aspect of the provision is of exceptionally high quality
Good:	this aspect of the provision is strong
Satisfactory:	this aspect of the provision is sound
Inadequate:	this aspect of the provision is not good enough

## **Service information**

### **Brief description of the service**

The home is located on the outskirts of town and only a short distance from local facilities and amenities. The home is managed by a 'non profit' organisation, which is a registered charity and was set up in response to the needs of local families and the local community.

The home provides a respite service for children with learning difficulties and children with other complex needs. The home is registered to accommodate three children overnight and also provides day care places. It is a base for a youth group which operates on a fortnightly basis, although this group does not operate when children are in residence. The home provides a homely, highly supportive and caring service for the children.

### **Summary**

The inspection was a full inspection and unannounced. All of the key national minimum standards for the 'Every Child Matters' outcomes of being healthy, staying safe, enjoying and achieving, positive contribution, economic well-being and organisation were assessed. There were no actions or recommendations to follow up from the last inspection and no actions or recommendations are made as a result of this inspection. The home is managed to a high professional standard and affords an equally high standard of care to the resident children, having full regard for equality and diversity issues throughout its operation. Three children were staying at the home at the time of the inspection.

The overall quality rating is outstanding.

This is an overview of what the inspector found during the inspection.

### **Improvements since the last inspection**

There were no areas for improvement set as a result of the last inspection.

### **Helping children to be healthy**

The provision is outstanding.

Children benefit from a healthy and nutritious diet, and any special medical, cultural or preferential diets are catered for as required. Children learn from having the opportunity to assist staff in shopping for provisions and in the preparation of meals. Meal times are a well ordered social occasion and children enjoy the meals provided. Provisions are safely and correctly stored and refrigerator and freezer temperatures are taken and recorded. Children further benefit from the home's catering arrangements by staff who are trained in food hygiene.

Children live healthy and active life styles whilst in respite care at the home and staff actively encourage and engage them in physical activities which assists with their general physical development and co-ordination. Children have access to a General Practitioner in emergencies and signed parental consent for emergency medical treatment is held. Children benefit from staff who have full regard for their physical well-being, are knowledgeable about their medical histories and monitor their health care arrangements on a regular basis.

Children receive safe and diligent medical care from staff who are trained in medication administration, first aid and other medical related procedures. Medication is securely held in a

locked cabinet and medication is audited on a regular basis. Children's medication administration records are clear and up to date.

## **Protecting children from harm or neglect and helping them stay safe**

The provision is outstanding.

Staff are aware of the importance of confidentiality and treat children with dignity, respect their privacy and attend to their personal and intimate care needs in a caring and sensitive manner.

The home takes any complaint seriously and allows children and their parents unrestricted access to the relevant procedures. Staff are trained in the home's complaints procedures and are available to assist children should they wish to make a complaint, although children raise no issues or concerns about the home or the standard of care they receive.

Children benefit from staff who are trained in child protection and safeguarding and are committed to their protection and well-being. Children are closely supervised and staff are alert to any potential hazards regarding children's vulnerability and safety, and they help and advise them in these areas. There are no current child protection or safeguarding issues connected with the home.

Children live in a bullying free environment where the friendly, accepting and nurturing atmosphere maintained at the home helps reduce the likelihood of bullying occurring. No bullying or intimidating behaviour among the children is evident.

The home has a clear policy and procedure regarding missing persons, however there have been no unauthorised absences from the home. Children benefit from close supervision and live in a caring and supportive environment where they clearly enjoy their experience of respite care.

Children's behaviour is very well managed by staff who are trained in behaviour management and who have excellent relationships with them. There is sound communication, interaction and engagement where children respond to staff requests and instructions in a cheerful manner. No sanctions have been administered since the last inspection and restraint is rarely used, showing clear and detailed recording in the event. No issues regarding behaviour management and control is evident.

The home takes active steps to keep children, staff and visitors safe from the inherent risks of fire and other potential safety hazards. Standards of cleanliness and hygiene are high throughout the home and no safety hazards are evident in the areas of the premises accessed.

The home has a staff recruitment policy and procedure and has regard for equality and diversity in its appointment process. Staff recruitment and vetting procedures are robust and staff files hold all required information including checks via the Criminal Records Bureau at an enhanced level. The home's recruitment arrangements help to ensure that only suitable staff are employed to look after the children.

## **Helping children achieve well and enjoy what they do**

The provision is outstanding.

Children benefit from a committed and professional staff team who provide a high level of care and support in all areas. Children have confidence and trust in staff who support them in a very

caring and sensitive manner and constantly interact and engage them. Key workers write comprehensive support plans and care plans and liaise with parents, schools and social workers. There is access to advocates and the community nurse as appropriate.

Children enjoy education and learning activity support from staff who encourage and engage them in a range of physical and sedentary pastimes and obtain specialist activity apparatus as appropriate. Key workers liaise with schools that children attend and are aware of their special educational needs and the contents of their individual education plans which are held on file, although one education plan had not yet been received by the home.

### **Helping children make a positive contribution**

The provision is outstanding.

Children have their holistic care needs effectively met by staff who prepare and follow children's comprehensive placement plans which are monitored and reviewed as appropriate. Parents and other relevant professionals are also involved in the placement and care planning process which enables a multi disciplinary approach to individual children's care.

Children benefit from having regular reviews which the home ensures take place within the statutory timescales and therefore avoiding drift regarding the monitoring of children's progress and welfare. Key workers make an effective written contribution to children's review reports. Children can attend their reviews as appropriate and make a verbal and written contribution to the meetings. A review consultation document is also used to secure the views of relevant individuals and agencies in the reviewing process. Any contact that children have with their parents and significant others is clearly recorded.

There is a clear multi disciplinary admissions criteria and process which helps to ensure that only those children are admitted to the home who can benefit effectively from the service provided. Older children learn independence skills which will help equip them for adulthood in their own homes or in other specialist placements. The home contributes to school transition plans and supports agreed areas whilst children attend respite care at the home.

Children are consulted regarding their views, opinions and preferences by attentive staff who act upon requests conveyed to them. There is a consultation document for children's and parents' use, and for use by other forums, which clearly confirms parents' satisfaction and appreciation of the service afforded to their children.

### **Achieving economic wellbeing**

The provision is outstanding.

Older children benefit from independence training where they learn skills to equip them for adulthood and later life. The home contributes to transition plans as appropriate.

Parents supply children with pocket money which is kept in safekeeping by the home. Staff keep accurate accounts of any transactions made. Children are well presented in age and fashion appropriate clothes and they have access to personal requisites such as toiletries.

Children live in a safe and well maintained environment which is decorated and furnished to a very good standard. Communal areas are bright and cheerful and child centred, with an abundance wall pictures, posters and play and learning equipment and materials. Bedrooms

are furnished and decorated to an equally very good standard and are personalised by their occupants. Toilet and bathing facilities are of a very good standard, well equipped and afford good privacy. Children enjoy play and recreation activities in the garden area. Standards of cleanliness and hygiene are high throughout the home and no safety hazards are evident in the areas of the premises accessed.

## Organisation

The organisation is outstanding.

The promotion of equality and diversity is outstanding with the home making provision for a range of disability and diversity needs. The home is managed to a high professional standard and affords an equally high standard of care to the resident children.

Children and their parents receive sufficient information about the home from a comprehensive Statement of Purpose and children's guide which is reviewed annually. The Statement and guide give a clear and accurate description of the service and facilities provided.

Children benefit from receiving a high standard of care and support from a well supervised, trained and appraised staff team. Staff are sufficient in numbers, skills and experience to meet the holistic needs of children and enable the home to achieve its aims and objectives. Staff are led by a strong and professional management team who have implemented and maintained a consistent high standard of care over the years. Staff are supportive of the home's management and ethos, confirming the service's commitment to equal opportunities and equality and diversity issues, and that no discriminatory attitudes or practices exist within the home.

There is excellent internal monitoring and scrutiny of the home's conduct which acts as a sound and effective quality assurance mechanism and where parents are consulted within the process. Children's personal files are organised and maintained to a very good standard with information up to date and easily accessible. There is a comprehensive annual development plan for 2010-11 and a current insurance liability certificate is held which complies with the home's responsibilities as an employer.

## What must be done to secure future improvement?

### Statutory requirements

This section sets out the actions, which must be taken so that the registered person meets the Care Standards Act 2000, The Children's Homes Regulations 2001 and the National Minimum Standards. The Registered Provider must comply with the given timescales.

Standard	Action	Due date
----------	--------	----------

### Recommendations

To improve the quality and standards of care further the registered person should take account of the following recommendation(s):

- ensure the outstanding individual education plan is pursued from the appropriate school or local authority. NMS (14.2)